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|  Accessible Customer Service Policy | | | Doc No: | HRD.POL.11.00 |
| | | | Initial Issue Date: | June 4 th , 2021 |
| Preparation: HR Generalist | | | Revision Date: | Initial Version |
| | | | Revision No: | 0 |
| Authority: HR & HSE Manager | | | Next Revision Date: | June 4 th , 2023 |
| | | | Issuing Dept.: Human Resources | |

DriverCheck is committed to excellence in serving all customers, including people with disabilities.

1. ASSISTIVE DEVICES

We will ensure that our employees are trained and/or familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

2. COMMUNICATION

We will communicate with people with disabilities in ways that take into account their disability.

3. SERVICE ANIMALS

We welcome people with disabilities and their service animals. Service animals are allowed on our premises. Service animals are defined in the Accessible Customer Service Program.

4. SUPPORT PERSONS

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Support persons are defined in the Accessible Customer Service Program.

5. NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, DriverCheck will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed on the door of the facility.

6. TRAINING FOR STAFF

DriverCheck will provide training to all employees within three months of hire. Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard's Plan;
- A copy of DriverCheck's Accessible Customer Service Plan;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person; and
- What to do if a person with a disability is having difficulty in accessing DriverCheck's goods and services.

All Employees will be re-trained when changes are made to the *Accessibility for Ontarians with Disabilities Act, 2005*, or to this Accessible Customer Service Plan. Third parties who interact with clients on behalf of DriverCheck will be required to acknowledge that they have met the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* prior to performing services for DriverCheck.


7. FEEDBACK PROCESS

Customers who wish to provide feedback on the way DriverCheck provides services to people with disabilities can email, write, fax or call using the contact information provided below.

All feedback will be directed to DriverCheck's human resources department and customers can expect to hear back within 15 business days.

Contact Information


- By Phone: 1-800-463-4310 (ask for a member of our Human Resources team)

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- By Fax: 519-632-9534 (attention: Human Resources)
- By Mail: 1 Manley Street, Ayr ON, NOB 1E0 (attention: Human Resources)
- In person to any member of DriverCheck’s management team
- Alternative accessible feedback methods will be made available upon request.

8. MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy of DriverCheck that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

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1. PURPOSE

DriverCheck Inc. is committed to providing its goods and services in an accessible and timely manner. This policy meets the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by DriverCheck Inc. will follow the principles of dignity, independence, integration and equal opportunity.

2. SCOPE

- a) This policy applies to the provision of goods and services at premises owned and operated by DriverCheck.
- b) This policy applies to employees, volunteers, agents and/or contractors who interact with the public or other third parties that act on behalf of DriverCheck, including when the provision of goods and services occurs off the premises such as: delivery services, call centers, vendors, drivers and third party marketing agencies.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by DriverCheck.
- d) This policy shall also apply to all persons who participate in the development of DriverCheck’s policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

3. FUNDAMENTAL PRINCIPLES

Partnerships

Accommodation is a shared responsibility and accountability, including a partnership between the individual with a disability and the company, as well as other relevant parties such as health care professionals.

Individualization

The accommodation process, while consistently applied, is most successful when its solutions are individually tailored to each unique situation and to each individual they function to assist.

Ensuring the person with a disability who is requesting an accommodation is involved in the full process and planning of the accommodation provisions.

Respect for the dignity of the individual, ensuring that the accommodation provided meets the specific requirements of the person with the disability requesting the accommodation.

Confidentiality


Respect for confidentiality, including during the process of consultation such that only relevant stakeholders are involved in the development of the accommodation plan.

4. DEFINITIONS

Assistive Devices are technical, medical or physical aids, communication devices or other instruments that are used to maintain or improve the functional abilities of people with disabilities.

Disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;

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- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide Dogs are highly-trained working dogs that have been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animals are classified as such if:

- the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- If the person provides a letter from a regulated health professional as stated under the *Accessibility for Ontarians with Disabilities Act, 2005* confirming that the person requires the animal for reasons relating to the disability.

Support Person, in relation to a person with a disability, is another person who accompanies them in order to help with communication, mobility, personal care, medical needs or access to goods and services.

5. PROCEDURE

In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, this procedure addresses the following:

- The Provision of Goods and Services to Persons with Disabilities
- The Use of Assistive Devices
- The Use of Guide Dogs, Service Animals and Service Dogs
- The Use of Support Persons
- Notice of Service Disruptions
- Customer Feedback
- Training
- Notice of Availability and Format of Required Documents
- Policy Review
- Administration

A. The Provision of Goods and Services to Persons with Disabilities

DriverCheck will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:


- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

B. Assistive Devices

Customer's Own Assistive Device(s)

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by DriverCheck.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another.

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Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business.

C. Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by a guide dog or other service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to guide dogs, service animals, and/or service dogs.

Exclusion Guidelines

If a guide dog or other service animal is excluded from the premises by law, DriverCheck will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Care and Control of the Animal

The customer that is accompanied by a guide dog or other service animal is responsible for maintaining care and control of the animal at all times.

Allergies

If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, DriverCheck will make all reasonable efforts to meet the needs of all individuals.

D. Support Persons

If a customer with a disability is accompanied by a support person, DriverCheck will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

If an amount is payable by a person for admission to a DriverCheck hosted event, we will ensure that notice is given in advance about the amount, if any, payable in respect of the support person.

DriverCheck may require a person with a disability to be accompanied by a support person when on its premises (for example, in place of their service animal), but only if a support person is necessary to protect the health and safety of the person with a disability or the health or safety of others on the premises.

E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within DriverCheck’s control. In the event of any temporary disruptions to facilities or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include the following information, unless it is not readily available or known:


- Goods or services that are disrupted or unavailable.
- Reason for the disruption.
- Anticipated duration.
- A description of alternative services or options, if any.

When disruptions occur, DriverCheck will provide notice by:

- Posting notices in conspicuous places and/or on DriverCheck’s website; and
- Contacting customers with appointments.

F. Feedback Process

DriverCheck values the opinions of its customers and clients, and has established a process for receiving and responding to feedback regarding the manner in which the company provides goods and services to persons with disabilities.

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Should a person wish to provide feedback, they can do so several ways:

- By Phone: 1-800-463-4310 (ask for a member of our Human Resources team)
- By Fax: 519-632-9534 (attention: Human Resources)
- By Mail: 1 Manley Street, Ayr ON, N0B 1E0 (attention: Human Resources)
- In person to any member of DriverCheck’s management team
- Alternative accessible feedback methods will be made available upon request.

Customers that provide feedback will receive acknowledgement that it was received. Upon receiving this feedback, DriverCheck will evaluate its current policies and practices relative to the nature of the complaint, and determine if modifications to either are necessary. This may require DriverCheck to initiate further dialogue with the individual to determine what solutions would best suit both their needs, and the needs of others with similar disabilities. If this is required, it will be done in a communication format accessible to the individual. The individual will then receive a second response regarding any resulting actions taken based on the information they submitted.

G. Training

Training will be provided to:

- a) All employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of DriverCheck; for example: salespersons, drivers, vendors, event operators, call centers and third party marketing agents; and,
- b) Those who are involved in the development and approval of customer service policies, practices and procedures.

Training Provisions

As reflected in the *Accessibility for Ontarians with Disabilities Act, 2005*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog or other service animal; or
 - require the use of a support person.
- Instructions on what to do if a person with a disability is having difficulty accessing our services.
- DriverCheck’s policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule


DriverCheck will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractors who deal with the public or act on our behalf during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training

DriverCheck will keep a record of training that includes the dates training was provided, to which employees, and the number of employees who attended the training.

H. Notice of Availability and Format of Documents

DriverCheck will provide documents related to the *Accessibility Standard for Customer Service* as well as any other information that is normally distributed to the public and our clients in an accessible format upon request, in a format that takes into account the individual’s disability, and in a timely manner at no additional cost. Further, DriverCheck will consult with the individual to determine the format of communication that best suits their needs.

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I. Policy Review

This policy and its related procedures will be reviewed as required in the event of legislative changes or as often as necessary when presented with improved best practices. DriverCheck is committed to finding innovative ways of approaching the unique needs of individuals with disabilities, and our policies will strive to reflect this.

J. Administration

If you have any questions or concerns about this policy or its related procedures, please contact us:

- By Phone: 1-800-463-4310 (ask for a member of our Human Resources team)
- By Fax: 519-632-9534 (attention: Human Resources)
- By Mail: 1 Manley Street, Ayr ON, N0B 1E0 (attention: Human Resources)
- In person to any member of DriverCheck’s management team
- Alternative accessible methods of communication will be made available upon request